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## **New Mexico MVD Online Receives The Digital Government Achievement Award**

SANTA FE – The new and improved MVD website that allows customers to renew registrations online and check wait times at field offices among several other features was recently recognized with the Digital Government Achievement Award.

The Center for Digital Government, a Sacramento, California-based national research group, announced the Award earlier this month. The Award recognizes outstanding government portals and websites based on their innovations, functionality and efficiencies.

“We’re pleased with this Award that recognizes our continued commitment to improve customer service and provide easy and practical online options to our customers,” said Michael Sandoval, Director of the Motor Vehicle Division.

“The MVD Online represents the best in government-to-citizen state Web sites,” said Cathilea Robinett, executive director of the Center for Digital Government. “Each year, state and local governments continue to make strides towards implementing better access and more efficient Web delivery of public services.”

Late last year, MVD unveiled its new web site ([www.mvd.newmexico.gov](http://www.mvd.newmexico.gov)) and announced a series of initiatives designed to improve customer service, including discounts for online registration renewals and Fast-Track service in field offices for people at least 75 years old and those customers with quick transactions. The programs are part of a larger initiative, DRIVE MVD (Delivering Results, Innovation, Value and Efficiency) that will provide a multi-year focus on improved service.

Other features on the website include: check estimated wait times at most state-run MVD offices; go on line, download the forms, fill them out and print them; go to one source to obtain accurate and detailed information about forms required for licenses, registrations and other MVD services; make online appointments for driving test, and other features.

In the near future, MVD is also planning on allowing customers to take road tests administered by MVD-certified driving schools and use all major credit cards for MVD transactions. In addition, MVD is putting into

place a new computer system to replace the 30-year-old system as part of the DRIVE MVD initiative. The new system will be able to handle the vast amount of data necessary to maintain a modern vehicle registration and license program.

The Center for Digital Government is a national research and advisory institute on information technology policies and best practices in state and local government. The Center is a division of [e.Republic, Inc.](#), the nation's leading publishing, research, event, and new media company focused on information technology for the state/local government and education sectors .